



## PRIVACY POLICY

We collect personal information from our customers in the regular course of doing business. This document answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.

### What personal information do you collect about me?

We collect the following information about you:

- **Name**
- **Address**
- **Postal Code**
- **Phone Number**
- **Email Address**
- **Date of Birth/Age**
- **Payment card number**
- **Payment card expiry date**
- **Banking information**
- **Credit record**
- **Purchase history**
- **Product/service preferences**
- **Customer satisfaction info**
- **Opinions about products and services**
- **Social insurance number**

When you visit our web site, we also collect:

- information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location
- what pages you visit on our site and what links you click on
- what other sites you've visited recently

### How do you use this information?

The main reasons we collect personal information from you are:

- **Account Application forms**
- **Credit verification**
- **Customer relationship management**
- **Customer service**
- **Delivery services**
- **Marketing**
- **Orders**
- **Returns**
- **To complete a sale/transaction**
- **Warranties**

If it's a necessary part of any of these transactions, we may disclose your information to another company. For example, when you apply for credit, we pass on your personal information to a credit reporting agency so we can complete a credit check. We also pass on your name and address to a courier company to complete a delivery.

### **Use of Personal Information for Secondary Reasons**

We also may use your personal information for other, secondary reasons, including: marketing, customer service, product/service preferences, customer satisfaction info, opinions about products and services.

### **Sharing of Personal Information with Third Parties**

Sometimes, we also share your personal information with other companies, including:

- **Credit reporting agencies**
- **Third party contractors (such as a courier company or customer relationship management consultant)**

We will also disclose your personal information if we are required by law to do so.

### **How do you get my consent?**

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we assume you consent to our collecting it and using it for that specific reason only.

If we ask you for personal information for a secondary reason, like marketing, we will either ask you directly for your consent or provide you with an opportunity to say no. Saying no is called "opting out". By opting out, you can tell us not to collect the information and/or not to share it with other companies.

### **How do I opt out?**

Should you wish to opt out from disclosing personal information for secondary reasons, simply contact our Privacy Policy Manager by mail, email or phone at the addresses listed below.

### **How do I get more information?**

Our staff will be happy to answer any questions you may have about your personal information. If you would like more information about our policies, or you would like to see exactly what personal information we have about you in our records, or you wish to register a complaint, please contact:

**Name: Privacy Policy Manager**

**Address: 118 Shorting Road, Scarborough, ON M1S 3S4**

**Phone: 416-335-1070**

**Email: [info@completelube.com](mailto:info@completelube.com)**

You can also contact the Privacy Commissioner of Canada for assistance between the hours of 9 am and 5 pm E.S.T., at:

Toll-free: 1-800-282-1376

Phone: (613)995-8210

Fax: (613)947-6850

TTY: (613)992-9190

or by mail at:

112 Kent Street  
Place de Ville  
Tower B, 3rd Floor  
Ottawa, Ontario  
K1A 1H3

or on the web at: <http://www.priv.gc.ca>